

Q

I'm having trouble ordering the TVP program for the class it wont accept my debit card and the bank even thought someone maybe stole my card number and called me about it. It keeps rejecting my card also so I dont know what Im doing wrong

A

Triage here would be find an alternate temporary software like Monkeyjam for PC (free) or Ispmotion by Boinx demo version for MAC (small watermark) and get started on plan B software while you attempt to resolve the issue with your credit card.

direct hyperlinks to MonkeyJam and iStopMotion, also to Trial Version of DragonFrame Stopmotion (30 day trial)

<http://monkeyjam.org/download>

<http://www.boinx.com/istopmotion/mac/buy/>

<http://www.dragonframe.com/download.php>

Do a search for those programs and start doing some tests of your camera with single frame stop motion of anything to create some kind of stop motion production pipeline to get started.

ps Contact TVPaint directly and they can process the credit card for you if PayPal is not allowing the order to process with your card.

You can phone them (but be aware that it's an international call to France, so be sure that your mobile phone plan gives you some international calling minutes).
Telephone: 0033 3 87 17 35 98

Fax: 0033 3 87 17 35 99

Email about any problems with the webstore at:

Store@tvpaint.com

Otherwise you can also email them through this form:

<http://www.tvpaint.com/v2/content/article/company/contact.php>

You might want to try directly emailing the Sales Director Fabrice Debarge :
fdebarge@tvpaint.fr

Kathleen

